

## BT VMware SD-WAN Service Schedule Part B – Service Description

### Section A – The Service

#### 1. STANDARD COMPONENTS OF THE SERVICE

BT will provide the Customer with the following Services in accordance with the details as set out in the Order:

- 1.1 Implementation:** BT will implement the Service in accordance with the Service Management Schedule in five (5) delivery stages:
- 1.1.1 Project mobilisation;
  - 1.1.2 Definition;
  - 1.1.3 Detailed design;
  - 1.1.4 Deliver and test; and
  - 1.1.5 Closure.
- 1.2 SD-WAN Devices**
- 1.2.1 BT will provide the Customer with SD-WAN Devices including associated software licences as set out in the Order.
  - 1.2.2 BT will install the SD-WAN Devices at those Sites set-out in the Order. The SD-WAN Devices will then be used to connect to the Customer's network.
  - 1.2.3 The SD-WAN Devices used to provide the Service are purpose-built networking appliances that are pre-loaded and validated with Supplier SD-WAN software for an all-in-one solution with the option to add additional security features onto the Service if required.
- 1.3 Configuration and Monitoring Portal**
- 1.3.1 BT will provide the Customer with access to the VCO via the BT My Account Portal that will allow the Customer to view the following cloud-hosted control infrastructure performance:
    - (a) network monitoring and the performance of the SD-WAN Devices;
    - (b) identify issues and delays in the overlay network;
    - (c) view data flows across the network and its Sites.
  - 1.3.2 The VCO is hosted and managed by the Supplier.
- 1.4 Transport Independent VPN**
- 1.4.1 BT will provide the Customer with a VPN and encryption service that will allow the Customer to:
    - (a) build corporate VPNs across its Sites;
    - (b) transfer information across the network and the internet using secure encryption technology.
- 1.5 Application Traffic Steering**
- 1.5.1 Through application traffic steering BT will provide the Customer with the ability to manage its traffic and applications in order to improve the efficiency of its network.
  - 1.5.2 The Customer will be able to categorise certain applications as business critical. Changes to the categories will be dealt with as a simple service request.
  - 1.5.3 Application traffic steering will only work optimally if there are at least two (2) resilient Enabling Services (e.g., two redundant, diverse Internet access circuits) connected to a Site.

## 2. SERVICE OPTIONS

BT will provide the Customer with the following option(s) as set out in any applicable Order and in accordance with the details as set out in that Order:

### 2.1 Security Feature Options

#### 2.1.1 Enhanced Firewall Service. The Enhanced Firewall Service ("EFS"):

- (a) is an integrated, segment-aware layer seven (7) stateful firewall available on all SD-Wan Devices. It will be centrally managed via VCO;
- (b) has a threat monitoring dashboard which provides a comprehensive overview of (i) the Customer's threat landscape, (ii) the severity of threat; (iii) the source of attack, and (iv) the affected edges;
- (c) has a firewall logging capability which allows all firewall logs to be centralised in a single cloud location;
- (d) has the options of (i) Intrusion Detection System ("IDS") and (ii) Intrusion Prevention System ("IPS") as set out in the applicable Order;
- (e) has the URL Filtering capability which allows the user to configure rules to limit user interaction to specific categories of websites.

#### 2.1.2 SD Access. The SD Access:

- (a) provides a simple, secure, and high-performance remote access service that follows the principles of zero trust to securely connect remote workers' endpoints and mobile devices without hardware edges.
- (b) is location independent and can run on all platforms: Android, Linux iOS, MacOS and Windows.

### 2.2 Non-Security Feature Options

#### 2.2.1 Co-management Advanced Feature. The Co-management Advanced feature:

- (a) is a capability that provides the Customer with access onto the VCO to make limited configuration changes to the Service.
- (b) Co-management Advanced configuration changes do not impact overlay network configuration.

#### 2.2.2 Edge Intelligence. The Edge Intelligence:

- (a) is an end user monitoring tool that collects data from various end points across IT estates and gives visibility into application performance of connected devices.
- (b) does not impact network configuration.

## 3. SERVICE MANAGEMENT BOUNDARY

### 3.1 BT's responsibility to provide and manage the Service is physically and logically limited to the following service management boundary:

#### 3.1.1 the SD-WAN infrastructure including the relevant VCO, controllers and gateway services ("SD-WAN Cloud Infrastructure");

#### 3.1.2 The service management of SD-WAN Devices (design, deployment, configuration, management and service wrap including on-site break fix) from the WAN port of the device to its LAN port.

### 3.2 Paragraphs 3.1.1 and 3.1.2 together constitutes the "Service Management Boundary."

### 3.3 BT will have no responsibility for the Service outside the Service Management Boundary.

### 3.4 BT does not make any representations, whether express or implied, about whether the Service will operate in combination with any Customer equipment or other equipment and software.

#### 4. ENABLING SERVICES

- 4.1 The Customer will have the following services in place that are necessary for the Service to function:
- 4.1.1 internet routing connectivity between the SD-WAN Devices and the SD-WAN Cloud Infrastructure including necessary configuration through the Customer's firewalls; and
  - 4.1.2 one or more of the following connectivity services that are compatible with the Services:
    - (a) Internet service; and/or
    - (b) WAN/MPLS service
- (each an "Enabling Service").

### Section B – Service Management

#### 5. ADDITIONAL SERVICE MANAGEMENT CONDITIONS

##### 5.1 Overview

- 5.1.1 The Service Management Schedule as referred to in the Order will apply to this Service. In addition, BT will manage the Service deployment.
- 5.1.2 Service impacting alerts will generate proactive tickets into the BT service desk who will notify the Customer accordingly. Proactive monitoring will not apply to the cloud web security or secure access elements of the Service which will be reactive only.
- 5.1.3 Any Incidents caused due to the changes made by the Customer utilising the Co-Management Advanced Service Option will be considered as either priority 2 or 3 Incidents as set out in the Service Management Schedule, depending on the severity.

##### 5.2 IT Operations Management

- 5.2.1 On and from the Operational Service Date, BT will manage:
  - (a) software updates for the VCO;
  - (b) overall VCO uptime and any planned works; and
  - (c) changes to the VCO.
- 5.2.2 On and from the Operational Service Date, at the Customer's Site, BT will:
  - (a) where the SD WAN Device is BT owned, provide hardware maintenance and where applicable, replacement;
  - (b) manage IOS updates on SD-WAN Devices;
  - (c) provide configuration management; and
  - (d) manage SD-WAN policy changes on the SD-WAN Devices.

#### 6. AS-REQUESTED SERVICES

##### 6.1 Simple Service Requests (SSR)

- 6.1.1 Where the Customer has opted for the standard components of the Service set out in paragraph 1, without any security feature options set out at Section A paragraph 2, BT will perform up to five (5) SSRs per SD-WAN Device per contract year without additional charge, provided the SSRs do not require a change to the SD-WAN design.
- 6.1.2 Where the Customer has opted for the standard components of the Service set out in paragraph 1, together with one or more of the security feature options, BT will perform up to a total of eight (8) SSRs per SD-WAN Device per contract year without additional charge, provided the SSR's do not require a change to the SD-WAN design.